



Greeter & Usher Ministry Team Guidelines

Revision 0.0



February 15, 1015

Introductory Comments with a Few Tips for Greeters and Ushers

A key component of St. Bartholomew's hospitality to visitors and first-time worshippers, and to members of the parish, is carried out by the Greeters and Ushers.

Think of Greeters as people who greet all people arriving and usher them to the door of the church.

If there were enough Greeters on duty, there could be a Greeter at the bottom of the stairs by the main parking lot, one at the top of the stairs, and one or more at the doors. Many first-time visitors arrive at the top of the stairs unsure of which building is the church; it just isn't obvious one's first time up the stairs. If visitors have children, they may need to find the nursery and/or the Sunday School.

Greeters and Ushers need to know where facilities and equipment are and greet everyone in a sincerely friendly way (with a smile), offering assistance.

Think of Ushers as people who welcome those who have come through the church door, provide them with a bulletin and, when needed, usher them to a seat.

Assistance finding a place to sit should be offered to those in wheelchairs and those who appear to need it, especially newcomers. Greeters and Ushers are to be a team, carrying out an integrated, two-step welcoming process both outside and inside the church doors.

Greeters and Ushers should greet everyone – enjoy greeting people – smile – and shake hands, as appropriate. Eye contact is most desirable. It is never best to ask: “are you new?” or “is this your first time here?” It is better to say: “I don't think I've met you. I'm [N.N].” If the individual is a member, but has lost their name tag, give them a form to fill out to order a replacement (forms on in the cabinet where the bulletins are stored).

If someone is new, show them where the restrooms are, show them where childcare is, or where Sunday School, hearing assistance devices, or whatever else is needed can be found. Greeters, whenever possible, should introduce guests to an Usher. Greeters and Ushers should be welcoming without being overwhelming and speak in a conversational tone to all who arrive. Please, don't get side-tracked; please, please save church business and conversations with your personal friends for when you are not serving as an Usher or Greeter.

The Importance of the Ministry of Greeters and Ushers

Greeters and Ushers are at the forefront of welcoming, guiding, and assisting visitors and members alike. There have been Greeters and Ushers at worship at least since ancient Israel where there were Door Keepers in the Temple. What you are called to do has been an important part of ministry for a mighty long time!

Ushers and Greeters essentially control the back of the back the Sanctuary while Clergy officiate from the Chancel.



Why These Guidelines?

These guidelines are intended as an overview of what you are to be doing when you serve – which will help assure that all Greeters and Ushers can serve with all other Greeters and Ushers as seamlessly as possible. The aim is to be hospitable and to help the people welcomed and guided to be all the more prepared for a meaningful worship experience.

Dress Code

Smart casual attire is great. Some feel more comfortable dressed up a little more and, together with a Greeter or Usher badge, being dressed up a bit does make you easier to spot (but, this is Southern California, so no tuxedos or formal gowns). But, whatever you wear, being comfortable is very important. It will be easier to be friendly when you are comfortable.

General Guidelines for Greeters

Greeters welcome visitors and newcomers by introducing them to St. Bart's congregation and helping them become familiar with our members, activities, and facility. This ministry is very important, as it is the first impression a newcomer has. We pride ourselves on being a warm and friendly congregation. Here are the duties of Greeters.

- 8:00 Greeters ~ please set out the podium with the visitor sign-up book near the entry to the church.
- 10:15 Greeters should return the podium to the narthex.
- Wear your nametag and the Greeter pin. (And a welcoming smile!)
- Be prepared to pay a compliment, answer questions (see the "elevator speech"), and give directions.
- Be on the patio near the stairs to greet visitors fifteen minutes before the service. Remain on the patio until no one appears to be arriving, as latecomers may need your assistance.

- Be knowledgeable about our church campus. There is a laminated map of the Campus in the cupboard where the Greeter pins are.
- Know where the nursery and Sunday school classrooms are. They are currently both located in the education/music building.
- There needs to be at least two greeters for the 10:30 service so one of you can escort newcomers to the nursery or classrooms. Introduce the new child and parents to the teacher in the classroom and explain that the child or children (but not nursery children) will be brought into the church before communion.
- The nursery is open for the 10:15 service for little people from birth to 3 years old. The little ones remain in the nursery until the end of the service. If parents want to have their little ones with them for communion, they can go get them prior to communion, perhaps during the offertory.
- Know where the youth group is meeting. If you are not sure, ask as soon as you arrive.
- If you greet a newcomer who is interested in more information about the church, give them a blue information folder with inserts about St. Bart's. They are on the table to the left entering the narthex.
- After the service look for any newcomers you have welcomed and invite them to have refreshments. See if you can introduce them to someone who has something in common with them.

General Guidelines for Ushers

- **Smile, Smile, Smile** – God loves you! Let the Holy Spirit be in you and work through you!
- If you have questions about your schedule contact your Greeter or Usher Coordinator.
 - Greeters: Glee Schmidt [glee.schmidt@yahoo.com]
 - 8:00 am Ushers: [Bob Capettini 858-847-8439; rcapetti@mail.sdsu.edu]
 - 10:15 am Ushers: Chuck Innis [858-487-5274; cinnis1@san.rr.com]
- The church office also has a copy of the current schedule. 858-487-2159, office@stbartschurch.org, or check under Ministries on the St Bart's website. www.stbartschurch.org.
- Become familiar with the locations of the devices for the hearing impaired and restroom supplies (wooden cabinet near the doors opposite the Education Building); first aid kit



(cabinet with the usher name tags), defibrillator (Education building side of narthex) and fire extinguishers (side exit doors). There is a wheelchair in the acolyte vesting room.

- The Head Usher on duty should make sure someone on duty knows how to use the AED (defibrillator). The Health and Wellness Ministry can provide instruction. For more information contact Al Gugleilmo at 858-748-3995 or apgorchids@cox.net.
- In the event of an EMERGENCY – including medical crisis, fire, violent crime*, earthquake, etc. – requiring professional attention, call the appropriate emergency personnel immediately on your cell phone (911) or use the phone in the acolyte vesting room or any other available phone. Your cell phone is preferred because you can much more easily be called back by emergency personnel while being attentive to the emergency. If an emergency vehicle is coming to the church, have one person meet it at Pomerado Road and direct it to the traffic circle at the top of the hill. Have a second person at the traffic circle to direct the emergency personnel to the person needing aid.

*For VIOLENT CRIME ONLY: enter *# together on the security key pad. This will trigger an ARMED RESPONSE FROM THE POWAY POLICE.

There are 3 active security key pads on campus: (1) in the OFFICE on the insider wall by the side door, (2) in the CHURCH on the wall outside the clergy room, and (3) in the PRESCHOOL on the left wall inside the main entrance.

- Always be prepared to help all parishioners find seats and to help newcomers feel welcome and comfortable.
- Don't hesitate to use your common sense to make a decision or ask for help. You may ask the rector, any of the parish clergy, or anyone you know can help.
- If asked about the parish, be prepared to give an "elevator speech" – a brief summary of what St. Bart's is all about – not more than 30 seconds – just the essentials about St. Bart's. It is best to use your own words (A sample will be provided to give you an idea).

Arrival

- Please arrive half an hour before the start of the service to check in with the deacon or other clergy for any new information and for final coordination of tasks. By about 30 minutes before a service, early arrivals of members and visitors begin. Here are some items to remember:
- Pray before you serve. Here is a prayer you might use.

- *Heavenly Father, thank you for calling me to welcome and assist those who will worship in this church today. Keep me focused, joyful, welcoming and helpful as I serve you today by serving your people at St. Bartholomew's. I pray in the name of Jesus and in the hope of your Holy Spirit's guidance. Amen. (Note: You don't have to memorize this; use your own words to convey the message).*
- Know who is scheduled to serve with you so you can cover and/or seek assistance if someone is absent. The "late week edition" list of all serving is posted on the credenza beside the Service Attendance Report.
- Look to the designated "Lead Usher" or "Lead Greeter" to delegate and make decisions. Remember that Greeters and Ushers work best as a team.
- Wear your name badge and your usher badge; **both are important.**
- **One person on the team MUST be trained in using the AED**
- Make sure you have the correct bulletin for the service you are ushering. (We use 3 different bulletins each weekend). Before the service, walk through the nave (sanctuary) make sure pews are clear and clean. Collect all service leaflets and news from the previous services and place them in the **Lay Vesting room.**
- Make sure service leaflets are properly paginated and include the Sunday "CrossTalk" and any other inserts.
- **Before the 8:00 am service, open the name tags kiosk.** The key is in the top drawer of the cabinet on the Pomerado Road end of the narthex (Actually, ANY key, partially inserted in the lock, will open the name tag Kiosk.).
- A/C or heat should be on if needed. If you aren't sure how these are controlled, speak to the deacon or the rector.
- The exhaust fan on the light console should be off, except on very hot days. It is noisy.
- At the end of the 10:15 AM service, or last service of the day, collect all service leaflets and leave them in the lay vesting room.
- Position yourself at the inside church entrances and distribute service leaflets to all arriving.
- **(10:15AM only)** make sure the bread and wine are in the narthex (check with the Altar Guild representative) and oblation bearers are identified to take them to the chancel when the deacon or a priest begins to set the table after the offertory sentence. The lead usher should invite two people or a family to bring the bread and wine forward. If you know it is someone's birthday or anniversary, it is recommended that you invite them first.
- Watch for people entering the church who may have disabilities that would make walking to and from the Communion rail difficult. **Ask them...** if they wish to have Communion



administered to them where they are sitting. Advise one of the clergy of any special needs right before or after you receive Communion. Remember ushers receive Communion last.

During the Service

- As the procession begins, close the doors leading from narthex to the church, unless otherwise instructed. The outer doors to the patio may be left open unless weather dictates they should also be closed.
- You should be stationed at the back of the church. This will allow you to assist any late arrivals and, in the rare instance, spot any emergency situations.
- **Turn off the air conditioning/heating during the Gospel reading and the sermon.** Turn it on again after the sermon. The “AC” switch is in the light console near the sacristy.
- Remember to record the sermon at 8:00AM by pressing the RED record button ONCE on the recorder located on the left side of the mixer in the mixer console. Press it once again to stop the recorder
-
- At a few special services during the year (Christmas and Easter times), the clergy or the choir director may ask you to adjust the lights during the service. They should specifically talk with you before the service begins a give you specific directions.
- Minimize distractions created when people enter and exit during services by admitting them to the nave only during times when the congregation is standing, **EXCEPT** during the Gospel. Use your judgment, but the “standing” criterion is a good rule of thumb.

Offertory

- At the offertory, two ushers should proceed to the center to pick up offering plates, and two should station themselves on the outer edge of the front rows. Help to facilitate the plates being passed among the members and guests. Be sure to include the back rows and choir section (unless the choir is singing)
- The offering is to be collected only after the offertory sentence (an appropriate sentence of Scripture) has been side by the presiding priest. When the Sunday School is in session, the offertory sentence will not be said until the children have entered the church

during the singing of an appropriate song (It is helpful if the priest gives cues on the arrival of the children). When the offering is brought forward, an acolyte should receive it from you, using an alms basin, at the opening in the altar rail. The congregation will stand for the presentation of the offering. Once the acolyte has turned and moved toward the altar with the offering, make a simple bow and return to the rear of the nave, one via each side aisle. The bow is only omitted when the Blessed Sacrament is not present in the aumbry during the Triduum (Maundy Thursday until Easter Eve.). When the Blessed Sacrament is not present, the aumbry is left wide open.

Counting

As required by canon law, the number present at all services is recorded. The ushers are relied upon for an accurate count. Walk the side aisles to count after the Scripture readings. **Make sure latecomers are included in your count. Do not count youth or Sunday school** – they are counted separately. The count includes, worshipers, choir and all gathered in the vicinity of the altar. Record the counts on the sheet taped to the top of the cabinet in the narthex.

Communion

After the Celebrant says, “The gifts of God for the people of God,” three ushers should proceed to the front pews to begin assisting the congregation to the altar rail. Be aware as to whether the choir needs to receive Communion before or after the congregation; this varies according to the timing of the music (Check with the choir director prior to the service).

One of the three ushers should be stationed between the front rows to “direct traffic” and keep the flow going. Near the conclusion of Communion, it may be desirable that those seated on one side receive Communion on the other side. Be sensitive to families and groups who desire to receive Communion together.

Make sure people are directed to the middle (but not in front of the rail’s opening) as well as the sides. Keep the rail full.

Two ushers should direct the rows to the altar (moving back along the center aisles) in order to have a steady flow of people for Communion. Try to anticipate the needs at the altar rail and keep the line filled so that the administration of Communion can be done as smoothly as possible.

The ushers receive Communion last and should notify the clergy if someone in the congregation needs communion brought to them. Please escort the clergy to the individual.

When the Service Concludes

Open the rear doors when the altar group begins to withdraw from the altar.



When the dismissal is given (especially at the 10:15 service), two ushers should be up front to start clean-up and to assist anyone who may need help or may have forgotten something (glasses, umbrellas, etc.).

Inspect each pew after the church has emptied, reorganize all books, and gather all bulletins from the pews. Store any extra chairs that have been used. Bring any personal belongings found to the clergy vesting room. Sort the piled bulletins as different services have different bulletins. Make sure all reusable bulletins have a complete set of inserts.

(5:00 and 10:15) Lock name tag kiosk and replace the key in drawer. Make sure all hearing devices are turned off.